

# **OFFICE OF SYSTEMS INTEGRATION**

## **REQUEST FOR PROPOSAL OSI 7100-181 UNEMPLOYMENT INSURANCE MODERNIZATION PROJECT**



### **APPENDIX J – COST WORKSHEETS**

**JUNE 1, 2007  
ADDENDUM 1**

**ISSUED BY:**

**STATE OF CALIFORNIA**

**DEPARTMENT OF GENERAL SERVICES  
TECHNOLOGY ACQUISITIONS SECTION  
707 3RD STREET, 2ND FLOOR  
WEST SACRAMENTO, CA 95605**

Summary Project Costs

Line Number	(1)		(2)	(3)	(4)	(5)	(6)
	One-Time Costs		Pay Point Month / Year	Pay Point Amount	CCNPAU Subproject		CC
	Contractor Pay Point Milestones				Percent	Amount	Percent
1	Initial Documentation			\$0	50%	\$0	50%
2	CCNPAU Call Center			0	100%	0	
3	Continued Claims Phase I			0	100%	0	
4	CCNPAU System Acceptance			0	100%	0	
5	CCR Internal			0			100%
6	CCR External Web			0			100%
7	CCR External IVR			0			100%
8	CCR Business Intelligence			0			100%
9	CCR Web Content Management			0			100%
10	CCR System Acceptance			0			100%
11	Total Contractor Pay Points Cost			\$0		\$0	
12	Worksheet	Description					
13	VII-B	Hardware				0	
14	VII-C	Software				0	
15	VII-D	Telecommunications				0	
16	VII-E	Training				0	
17		Subtotal				0	
18	VII-A	Contractor Services				0	

19	On-going Costs		Annual Maintenance	
			CCNPAU Amount	CCR Amount
20	<b>Worksheet</b>	<b>Description</b>	\$0	\$0
21	VII-B	Hardware	0	0
22	VII-C	Software	0	0
23	VII-D	Telecommunications	0	0
24	VII-F	Data Center Services	0	0

Other Costs			
26	Worksheet	Description	Total CCNPAU & CCR Amount
27	VII-F	Data Center Services - One Time	0
28	VII-G	Work Authorization Rates	0
25	VII-H	Five Year Support	0

Costs Used For Evaluation						
29	One Time Cost	On-going Cost	Data Center Cost	Work Authorization Cost	Mandatory Optional Contract Cost	Total Evaluation Cost
30	\$0	\$0	\$0	\$0	\$0	\$0

(7)
R Subproject
Amount
\$0
0
0
0
0
0
0
\$0
0
0
0
0
0
0
0



VII-B - Hardware

PART 1

Line Number	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
	Hardware / Equipment Purchases  Description	Environment Supported	Model/Part Number	Manufacturer	Warranty Period	One-Time Costs				
						Unit Price	Freight Cost	Sales Tax	Total Cost Per Item	Quantity
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										
16										
17										
18										
19										
20										
21										
22										
23										
24										
25										
26										
27										
28										
29										
30										

VII-B - Hardware

Line Number	(1)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)	(21)	
	Hardware / Equipment Purchases  Description	One-Time Cost					On-Going C						
		UIMOD	CCNPAU Subproject		CCR Subproject		UIMOD  Annual Maintenance Per Item	CCNPAU Subproject Ongoing Costs					
		One-Time Cost	Percent	Amount	Percent	Amount		Year 1	Year 2 (Limited to a 5 % Escalation Rate above Year 1)	Year 3 (Limited to a 5 % Escalation Rate above Year 2)	Year 4 (Limited to a 5 % Escalation Rate above Year 3)	Year 5 (Limited to a 5 % Escalation Rate above Year 4)	
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
14													
15													
16													
17													
18													
19													
20													
21													
22													
23													
24													
25													
26													
27													
28													
29													
30													
		TOTALS:											
		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	

VII-B - Hardware

PART 2

Line Number	(1)	(22)
	Hardware / Equipment Purchases	Costs - Mandate
	Description	Total Costs For 5 Years
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		
		\$0



VII-B - Hardware

PART 3

	(1)	(23)	(24)	(25)	(26)	(27)	(28)
Line Number	Description	CCR Subproject Ongoing Costs					
		Total Costs For 5 Years					
		Year 1	Year 2 (Limited to a 5 % Escalation Rate above Year 1)	Year 3 (Limited to a 5 % Escalation Rate above Year 2)	Year 4 (Limited to a 5 % Escalation Rate above Year 3)	Year 5 (Limited to a 5 % Escalation Rate above Year 4)	Total Costs For 5 Years
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							
		\$0	\$0	\$0	\$0	\$0	\$0

VII-C - Software

PART 1

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
Line Number	Commercial Off-the-Shelf Software Purchase (COTS)  Description	Environment Supported	Item / Model Number	Manufacturer	Version Number	Are upgrades Included?	Warranty Period	Unit Price	Sales Tax	Total Cost Per Item	Quantity (Licenses)
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											
18											
19											
20											

VII-C - Software

PART 2

Line Number	(1)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)	(21)	(22)	(23)
	Commercial Off-the-Shelf Software Purchase (COTS)	UIMOD	CCNPAU Subproject		CCR Subproject		UIMOD	CCNPAU Subproject Ongoing Costs - Mandatory Optional					
	Description	One-Time Cost	Percent	Amount	Percent	Amount	Annual Maintenance Per Item	Year 1	Year 2 (Limited to a 5 % Escalation Rate above Year 1)	Year 3 (Limited to a 5 % Escalation Rate above Year 2)	Year 4 (Limited to a 5 % Escalation Rate above Year 3)	Year 5 (Limited to a 5 % Escalation Rate above Year 4)	Total Costs For 5 Years
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
14													
15													
16													
17													
18													
19													
20													
		TOTALS:											
		\$0		\$0		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

VII-C - Software

PART 3

Line Number	(1)	(24)	(25)	(26)	(27)	(28)	(29)
	Commercial Off-the-Shelf Software Purchase (COTS)	CCR Subproject Ongoing Costs - Mandatory Optional					
	Description	Year 1	Year 2 (Limited to a 5 % Escalation Rate above Year 1)	Year 3 (Limited to a 5 % Escalation Rate above Year 2)	Year 4 (Limited to a 5 % Escalation Rate above Year 3)	Year 5 (Limited to a 5 % Escalation Rate above Year 4)	Total Costs For 5 Years
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
		\$0	\$0	\$0	\$0	\$0	\$0

VII-D - Telecommunications

PART 1

Line Number	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)		(9)	(10)	(11)
	Telecommunication Service Purchase/Lease  Description	Provider	Warranty Period	Unit Price	Quantity (Licenses)	UIMOD	CCNPAU Subproject		CCR Subproject		UIMOD	
						One-Time Cost	Percent	Amount	Percent	Amount	Annual Maintenance Per Item	
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
15												
						TOTALS:						
						\$0		\$0		\$0		\$0

Line Number	IVR Ports, Port Usage Fees	Provider	Warranty Period	Unit Price	Quantity (Licenses)	UIMOD  One-Time Cost	CCNPAU Subproject		CCR Subproject		UIMOD  Annual Maintenance Per Item
							Percent	Amount	Percent	Amount	
16											
17											
18											
19											
20											
21											
22											
23											
24											
25											
						TOTALS:					
						\$0		\$0		\$0	\$0

VII-D - Telecommunications

PART 2

Line Number	(1) Telecommunication Service Purchase/Lease	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)	(21)	(22)	(23)
	Description	CCNPAU Subproject Ongoing Costs - Mandatory Optional						CCR Subproject Ongoing Costs - Mandatory Optional					
		Year 1	Year 2 (Limited to a 5 % Escalation Rate above Year 1)	Year 3 (Limited to a 5 % Escalation Rate above Year 2)	Year 4 (Limited to a 5 % Escalation Rate above Year 3)	Year 5 (Limited to a 5 % Escalation Rate above Year 4)	Total Costs For 5 Years	Year 1	Year 2 (Limited to a 5 % Escalation Rate above Year 1)	Year 3 (Limited to a 5 % Escalation Rate above Year 2)	Year 4 (Limited to a 5 % Escalation Rate above Year 3)	Year 5 (Limited to a 5 % Escalation Rate above Year 4)	Total Costs For 5 Years
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
14													
15													
		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Line Number	IVR Ports, Port Usage Fees Description	CCNPAU Subproject Ongoing Costs - Mandatory Optional						CCR Subproject Ongoing Costs - Mandatory Optional					
		Year 1	Year 2 (Limited to a 5 % Escalation Rate above Year 1)	Year 3 (Limited to a 5 % Escalation Rate above Year 2)	Year 4 (Limited to a 5 % Escalation Rate above Year 3)	Year 5 (Limited to a 5 % Escalation Rate above Year 4)	Total Costs For 5 Years	Year 1	Year 2 (Limited to a 5 % Escalation Rate above Year 1)	Year 3 (Limited to a 5 % Escalation Rate above Year 2)	Year 4 (Limited to a 5 % Escalation Rate above Year 3)	Year 5 (Limited to a 5 % Escalation Rate above Year 4)	Total Costs For 5 Years
		Year 1	Year 2 (Limited to a 5 % Escalation Rate above Year 1)	Year 3 (Limited to a 5 % Escalation Rate above Year 2)	Year 4 (Limited to a 5 % Escalation Rate above Year 3)	Year 5 (Limited to a 5 % Escalation Rate above Year 4)	Total Costs For 5 Years	Year 1	Year 2 (Limited to a 5 % Escalation Rate above Year 1)	Year 3 (Limited to a 5 % Escalation Rate above Year 2)	Year 4 (Limited to a 5 % Escalation Rate above Year 3)	Year 5 (Limited to a 5 % Escalation Rate above Year 4)	Total Costs For 5 Years
16													
17													
18													
19													
20													
21													
22													
23													
24													
25													
		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

VII-E - Training

CCNPAU Training Costs

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
Line Number	Training Costs Class Title	Location	User Group	Functionality Trained	Hours	Trainee Count	One-Time Training Costs	CCNPAU Subproject		CCR Subproject	
								Perc ent	Amount	Perc ent	Amount
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											
18											
19											
20											
21											
22											
23											
24											
Total CCNPAU Training Cost							\$0		\$0		\$0

VII-F - Data Center

PART 1

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
	Description										
Line Number	Hardware / Equipment Purchase	Environment Supported	Model/Part Number	Manufacturer	Warranty Period		Unit Price	Freight Cost	Sales Tax	Total Cost Per Item	Quantity
1											
2											
3											
4											
5											

Line Number	Commercial / Modifiable Off-the-Shelf Software Purchase (COTS / MOTS)	Environment Supported	Item / Model Number	Manufacturer	Warranty Period	Are Upgrades Included?	Unit Price		Sales Tax	Total Cost Per Item	Quantity
1											
2											
3											
4											
5											

Line Number	Custom Software Application Development	Skill Set of Developer / Programmer	Hourly Rate	Hours Required
1				
2				
3				
4				
5				



VII-F - Data Center

PART 4

Line Number	Data Center Hosting Services	Environment Supported	Unit Price	Hourly Rate	Quantity (Items or Hours)
1	<b>Internet/Web Services</b>				
2	<i>Replace with Service</i>				
3	<i>Replace with Service</i>				
4	<i>Replace with Service</i>				
5	<i>Replace with Service</i>				
6	<b>Mainframe Services</b>				
7	<i>Replace with Service</i>				
8	<i>Replace with Service</i>				
9	<i>Replace with Service</i>				
10	<i>Replace with Service</i>				
11	<i>Replace with Service</i>				
12	<b>Midrange Server Services</b>				
13	<i>Replace with Service</i>				
14	<i>Replace with Service</i>				
15	<i>Replace with Service</i>				
16	<i>Replace with Service</i>				
17	<b>Telecommunication Services</b>				
18	<i>Replace with Service</i>				
19	<i>Replace with Service</i>				
20	<i>Replace with Service</i>				
21	<i>Replace with Service</i>				
22	<b>Other Services</b>				
23	<i>Replace with Service</i>				
24	<i>Replace with Service</i>				

VII-F - Data Center

PART 2

	(1)	(12)	(13)	(14)	(15)	(16)	(17)	(12)	(13)	(14)	(15)	(16)	(17)
	Description	UIMOD Cost	CCNPAU Subproject		CCR Subproject		UIMOD	CCNPAU Subproject Ongoing Costs					
Line Number	Hardware / Equipment Purchase		Percent	Amount	Percent	Amount	Annual Maintenance Per Item	Year 1	Year 2 (Assumes a 2 % Escalation Rate above Year 1)	Year 3 (Assumes a 2 % Escalation Rate above Year 2)	Year 4 (Assumes a 2 % Escalation Rate above Year 3)	Year 5 (Assumes a 2 % Escalation Rate above Year 4)	Total Costs For 5 Years
1													
2													
3													
4													
5													
		TOTALS:											
		\$0		\$0		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Line Number	Commercial / Modifiable Off-the-Shelf Software Purchase (COTS / MOTS)	UIMOD Cost	Percent	Amount	Percent	Amount	Annual Maintenance Per Item	Year 1	Year 2 (Assumes a 2 % Escalation Rate above Year 1)	Year 3 (Assumes a 2 % Escalation Rate above Year 2)	Year 4 (Assumes a 2 % Escalation Rate above Year 3)	Year 5 (Assumes a 2 % Escalation Rate above Year 4)	Total Costs For 5 Years
1													
2													
3													
4													
5													
		TOTALS:											
		\$0		\$0		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Line Number	Custom Software Application Development	UIMOD Cost	Percent	Amount	Percent	Amount	Annual Maintenance Per Item	Year 1	Year 2 (Assumes a 2 % Escalation Rate above Year 1)	Year 3 (Assumes a 2 % Escalation Rate above Year 2)	Year 4 (Assumes a 2 % Escalation Rate above Year 3)	Year 5 (Assumes a 2 % Escalation Rate above Year 4)	Total Costs For 5 Years
1													
2													
3													
4													
5													
		TOTALS:											
		\$0		\$0		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

VII-F - Data Center

PART 5

Line Number	Data Center Hosting Services	UIMOD Cost	Percent	Amount	Percent	Amount	Monthly Cost Per Item	CCNPAU Amount	CCR Amount	Annual Cost Per Item	CCNPAU Amount	CCR Amount
1	<b>Internet/Web Services</b>											
2	Replace with Service											
3	Replace with Service											
4	Replace with Service											
5	Replace with Service											
6	<b>Mainframe Services</b>											
7	Replace with Service											
8	Replace with Service											
9	Replace with Service											
10	Replace with Service											
11	Replace with Service											
12	<b>Midrange Server Services</b>											
13	Replace with Service											
14	Replace with Service											
15	Replace with Service											
16	Replace with Service											
17	<b>Telecommunication Services</b>											
18	Replace with Service											
19	Replace with Service											
20	Replace with Service											
21	Replace with Service											
22	<b>Other Services</b>											
23	Replace with Service											
24	Replace with Service											
<b>TOTALS:</b>												
		\$0		\$0		\$0	\$0	\$0	\$0	\$0	\$0	\$0

VII-F - Data Center

PART 3

	(1)	(18)	(19)	(20)	(21)	(22)	(23)
	Description	CCR Subproject Ongoing Costs					
Line Number	Hardware / Equipment Purchase	Year 1	Year 2 (Assumes a 2 % Escalation Rate above Year 1)	Year 3 (Assumes a 2 % Escalation Rate above Year 2)	Year 4 (Assumes a 2 % Escalation Rate above Year 3)	Year 5 (Assumes a 2 % Escalation Rate above Year 4)	Total Costs For 5 Years
1							
2							
3							
4							
5							
		\$0	\$0	\$0	\$0	\$0	\$0

Line Number	Commercial / Modifiable Off-the-Shelf Software Purchase (COTS / MOTS)	Year 1	Year 2 (Assumes a 2 % Escalation Rate above Year 1)	Year 3 (Assumes a 2 % Escalation Rate above Year 2)	Year 4 (Assumes a 2 % Escalation Rate above Year 3)	Year 5 (Assumes a 2 % Escalation Rate above Year 4)	Total Costs For 5 Years
1							
2							
3							
4							
5							
		\$0	\$0	\$0	\$0	\$0	\$0

Line Number	Custom Software Application Development	Year 1	Year 2 (Assumes a 2 % Escalation Rate above Year 1)	Year 3 (Assumes a 2 % Escalation Rate above Year 2)	Year 4 (Assumes a 2 % Escalation Rate above Year 3)	Year 5 (Assumes a 2 % Escalation Rate above Year 4)	Total Costs For 5 Years
1							
2							
3							
4							
5							
		\$0	\$0	\$0	\$0	\$0	\$0

VII-F - Data Center

Line Number	Data Center Hosting Services
1	<b>Internet/Web Services</b>
2	<i>Replace with Service</i>
3	<i>Replace with Service</i>
4	<i>Replace with Service</i>
5	<i>Replace with Service</i>
6	<b>Mainframe Services</b>
7	<i>Replace with Service</i>
8	<i>Replace with Service</i>
9	<i>Replace with Service</i>
10	<i>Replace with Service</i>
11	<i>Replace with Service</i>
12	<b>Midrange Server Services</b>
13	<i>Replace with Service</i>
14	<i>Replace with Service</i>
15	<i>Replace with Service</i>
16	<i>Replace with Service</i>
17	<b>Telecommunication Services</b>
18	<i>Replace with Service</i>
19	<i>Replace with Service</i>
20	<i>Replace with Service</i>
21	<i>Replace with Service</i>
22	<b>Other Services</b>
23	<i>Replace with Service</i>
24	<i>Replace with Service</i>

THIS PRINTED  
PORTION NOT  
NEEDED IN THE RFP  
PACKAGE.

VII-G - Con Stf Wk Auth Rates

Line Number	(1)	(2)	(3)	(4)	(5)	(6)
	Staff Category	CCNPAU & CCR - Average Hourly Work Authorization Rates by Staff				
		Year 1	Year 2	Year 3	Year 4	Total 4-Year Rate For Category
1	<b>Project Management Staff Hourly Rate</b> (Includes Project Manager, Quality Assurance Manager, Project Scheduler, Contact Center Implementation / Deployment Manager)		\$0	\$0	\$0	
2	<b>Total Annual Project Management Rate</b> (Assumes 200 Hours Per Year)	\$0	\$0	\$0	\$0	\$0
3	<b>Senior Technical Staff Hourly Rate</b> (Includes Contact Center Engineer / Architect, Software Development Manager, Sr. Software Architect, Database Designer)	\$0	\$0	\$0	\$0	
4	<b>Total Annual Senior Technical Staff Rate</b> (Assumes 700 Hours Per Year)	\$0	\$0	\$0	\$0	\$0
5	<b>Technical Staff Hourly Rate</b> (Includes Programmer/Analyst, Database Analyst)	\$0	\$0	\$0	\$0	
6	<b>Total Annual Technical Staff Rate</b> (Assumes 800 Hours Per Year)	\$0	\$0	\$0	\$0	\$0
7	<b>Support Staff Hourly Rate</b> (Includes Clerical, Documentation Specialist, Trainer)	\$0	\$0	\$0	\$0	
8	<b>Total Annual Support Staff Rate</b> (Assumes 900 Hours Per Year)	\$0	\$0	\$0	\$0	\$0
9	<b>Total Annual Rate For All Categories</b>	\$0	\$0	\$0	\$0	\$0

VII-H - Five Year Support

Line Number	(1)	(2)	(3)	(4)	(6)	(7)	(8)	(9)	(10)
	Staff Category	CCNPAU - Average Hourly Rates by Staff Category				CCR - Average Hourly Rates by Staff Category			
		Years 1 through 3	Year 4	Year 5	Total 5-Year Rate For Category	Years 1 through 3	Year 4	Year 5	Total 5-Year Rate For Category
1	<b>Project Management Staff Hourly Rate</b> (Includes Project Manager, Quality Assurance Manager, Project Scheduler, Contact Center Implementation / Deployment Manager)								
2	<b>Total Annual Project Management Rate</b> (Assumes 100 Hours Per Year)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
3	<b>Senior Technical Staff Hourly Rate</b> (Includes Contact Center Engineer / Architect, Software Development Manager, Sr. Software Architect, Database Designer)								
4	<b>Total Annual Senior Technical Staff Rate</b> (Assumes 600 Hours Per Year)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
5	<b>Technical Staff Hourly Rate</b> (Includes Programmer/Analyst, Database Analyst)								
6	<b>Total Annual Technical Staff Rate</b> (Assumes 700 Hours Per Year)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
7	<b>Support Staff Hourly Rate</b> (Includes Clerical, Documentation Specialist, Trainer)								
8	<b>Total Annual Support Staff Rate</b> (Assumes 500 Hours Per Year)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
9	<b>Total Rate For All Categories</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0